URC
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Africa Child and Family Initiative
Bidder's Webinar
May 24, 2012
(modified after the webinar to include additional comments made during presentation)
Improving systems to empower communities
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URC Staff on this call:
Diana Chamrad, Senior Quality Improvement Advisor
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Charles Kienzle, Project Assistant
Stacie Gobin, Research and Evaluation Associate
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Any problems during the call:

hcamara@urc-chs.com

- Please mute your phones

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Guidelines for meeting:

- If you have Qs during the session, please email them to acfi@urc-chs.com during the meeting.
- We will address Qs in the order submitted.
- If we don't have time to answer all the Qs during the meeting, we will respond to them by email and posting on the site http://www.hciproject.org/africa-child-family-initiative

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Agenda:

8:00-8:15 Session Introductions
8:15-8:30 HCI's Care That Counts and the Africa Child and Family Initiative - Diana
8:30-9:10 Proposal Instructions
Technical Section – Diana
Cost proposal - Sara
9:10–9:25 Written questions answered – URC staff
9:25–9:55 Further questions - participants
9:55–10:00 Final comments – Diana

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URC

- Global company based in Bethesda
- Dedicated to improving quality of health care and social services worldwide.
- Manage programs in over 40 countries.

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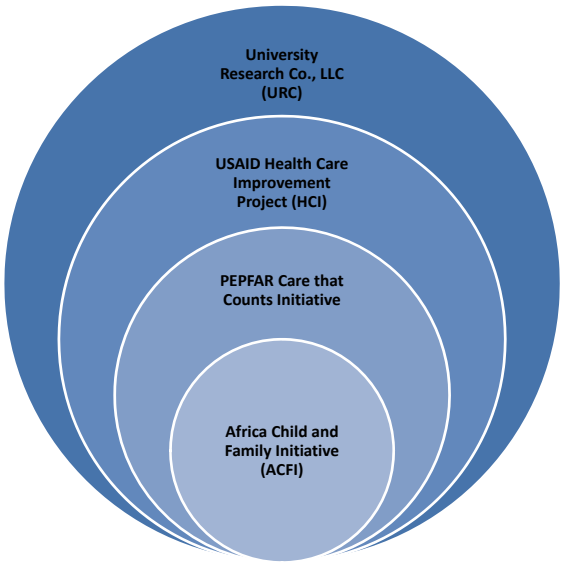

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Care that Counts:

- Provides TA to ministries and local and international partners to improve quality of services provided to vulnerable children and their caregivers in moderate to high prevalence HIV regions.
- Since 2007, facilitating development of minimum service standards in 6+1 domains (health, education, food and nutrition, shelter, psychosocial care and support, legal protection, household economic strengthening)
- To date these efforts have largely focused on NGO/CBO services. Moving beyond working primarily with NGOs providing 6+1 services with Africa Child and Family Initiative

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PEPFAR Care that Counts

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Africa Child and Family Initiative

- Overall objective is to strengthen the capacity, effectiveness and reach of Africa's response to highly vulnerable children and families.
- The first phase –
  - Organize a regional action-oriented community of learning around standards-based and evidence-based child & family protection systems.
  - Implement improvement activities

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Important Components

- Child and family focus – protection and preservation
- Acknowledging critical role of families in the care of children
- Protection of most at-risk children, those living outside family are or at risk of being so
- Include formal (services) and informal (support) systems of care and support. Efforts to align the two.
- Multisectoral, multi-level, multidisciplinary – bring people into communities of learning
- Includes services often provided by government (i.e., foster care, protection against abuse and exploitation)
- Entry point at the district level – point of connection between community and higher government
- Quality improvement approach

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Dimensions of Quality

Equitable	Accessible
Safe	Technically sound
Timely	Effective
Affordable	Sustainable
Efficient	Consistent
Client Centered	

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Quality Improvement

- Broadening our reach to organizations that are not necessarily focused on QI but who can integrate the approach into their work).
- The techniques and methods used to take us from where we are, to where want to be
- Identifies where gaps exist between services and supports actually provided to families and expectations for adequate support
- TESTING AND CHANGE to reduce the gaps
- Participatory methods – children and caregivers involved in the QI process
- Diverse teams are formed to develop changes – involved everyone in the system
- Based on standards of care
- Systems approach

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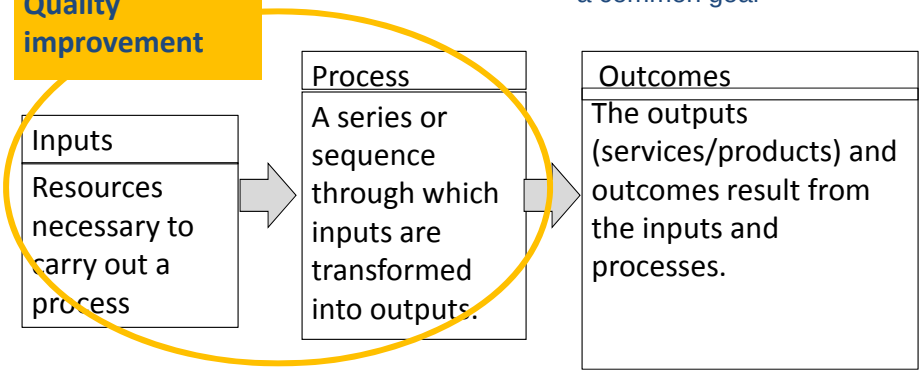
Focus on "SYSTEMS THINKING"

Model of a system

The sum of all elements (including processes) that interact together to produce a common goal

Quality improvement



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For more information on improvement methods

- www.HCIproject.org

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Eligibility:

The successful applicant must meet all the following criteria:

- Is registered in the countries where it proposes to operate
- Has existing offices in the countries where it proposes to operate
- The applicant must be an organization of one of the following types:
  - Public and state controlled institutions of higher education
  - Private institution of higher education
  - Non-profit organization
  - For-profit organization

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Key Information:

- Number of awards expected – one to three
- Expected duration of award – 12 months
- Award levels – up to $150,000
- Contract type – Firm Fixed Price
  - Payments will be fixed lump sums, and not subject to adjustment based on actual costs
  - payments based on completion and approval of deliverables
- Issuance of the RFP does not obligate URC to make an award
- To facilitate forming of regional teams, URC invites organizations that are interested in finding partners for purposes of bidding on this RFP, to either submit or request information on other organizations. See information at http://www.hciproject.org/africa-child-family-initiative

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Key Information:

- The deadline for proposals is Friday, June 15, 2012, 11:59 pm (EDT)
- Questions and responses will be posted to the site by Monday, May 28, 2012, 11:59 pm (EDT)
- Proposals must be in English
- All proposals received by the deadline will be reviewed for responsiveness to RFP specifications
- Technical and Cost Proposals must be sent at the same time as attachments in separate e-mails
- Emails cannot be more than 5MB each (one for technical, one for cost)
- Label the subject line of your email and the individual file names with your organization name and "Technical" or "Cost", as appropriate

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Technical Proposals:

- Page length of Technical Proposal – not to exceed 20 pages
  - Does not include cover page, table of contents, list of acronyms, executive summary or appendices
- Make sure that no cost information is included in the technical proposal

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Technical Proposal Sections:

- Executive Summary (1 page maximum)
- Technical Approach (13 pages maximum)
- Management Plan and Organization (2 pages maximum)
- Personnel and Staffing (2 pages maximum)
- Capability (2 pages maximum)

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Technical Proposal Appendices:

- One-year Performance Monitoring Plan
  - Table of Activities, indicators, dates of deliverables
  - Gantt chart or timeline of activities
- Organizational Chart
- CVs
- Past performance references
- Letters of commitment from personnel
- Letters of commitment from sub-contractors
- Signed endorsement letters from government and/or USAID mission

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Cost Proposals:

- Will be evaluated for cost reasonableness and realism, and consistency with the Technical Proposal.
- There will be no points given for the Cost Proposal. However, if two or more proposals have similar technical scores then cost may become a deciding factor.
- Please submit budget in U.S. dollars.
- MS Excel or compatible format, with formulas visible.
- Legible and printable *(please test-print before submission)*.
- **Please include the name of your organization, RFP number and date of submission in the text of the budget itself.**

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Cost Proposal (1)

1. Summary budget for one year
   - Labor
   - Fringe Benefits
   - Travel & Per Diem
   - Equipment (if any)
   - Subcontracts (if any)
   - Other Direct Costs (list individually by line item)
   - Indirect Costs (only if you have a NICRA with U.S. Gov't)
   - Total Costs
   - Fee (if any)
   - Grand Total

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Cost Proposal (2)

Detail Budget

- Show cost breakdown for each line item
- Include unit cost and no. of units (not just lump sums)
- Each subcontractor should submit own detail

2. Budget Notes
   - Explain assumptions on which budget is based
   - Indicate % of your organization's total operating budget this project would represent

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Cost Proposal (3)

3. Negotiated Indirect Cost Rate Agreement with U.S. Government (if your organization has one).

If you do not have such an agreement, please give an itemized list of any general and administrative costs included in your budget (management time, office rent, etc.) and indicate the total cost for each item in your budget notes.

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Cost Proposal (4)

Example:

Office rent $2,000

"Our organization's office rent is $20,000 per year. If our proposal is accepted, we expect that this project will constitute 10% of our total annual revenue. Therefore we have included 10% of our annual rent in the budget."

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Cost Proposal (5)

Please do not budget "Overhead," "Administration," or similar expenses as an unsupported percentage of your total project costs.

These expenses need to be individually listed and explained (or supported by a NICRA).

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Cost Proposal (6)

4. Deliverable schedule
   - Copy table on page 8 of RFP.
   - Include your price for each deliverable.
   - Price of deliverable should be proportional to value.
   - Total price should equal total budget.

5. If advance is requested for startup costs, please include amount of request and repayment schedule, along with audited financial statements for last two years.

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Cost Proposal (7)

6. List of owners, directors, key officers
7. Evidence of registration in country (or countries) where you propose to carry out this activity.
8. List of five largest contracts/grants received within past three years, including dates, amounts and client references for each. Two references for each sub.

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Is the RFP mainly around health issues? Can we focus on economic and life issues?

Answer: *The proposals must provide a technical approach that addresses the objectives and deliverables of the RFP, otherwise, there are no restrictions on sectors. The RFP is aimed at a systems approach to child protection and family strengthening, cutting across sectors and those whom are considered "providers" of support. For example, UNHCR describes child protection systems as including a "coordinated series of functions and actions undertaken by a range of duty bearers at all levels, family, community, provincial, national and international that combine to prevent, respond to and mitigate, the multiple child protection risks children face".*

UNHCR. (2010). *Protecting children of concern through a system approach: guidance for field offices*. Geneva, Switzerland. P. 10. Draft paper.

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A. Clarify what is meant by a regional grouping of countries within Africa.
Clarify what is meant by a region.
B. Would it be an entire region, such as the Southern African Development Community (SADC) or could it be a smaller number of countries in one geographic region?

Answer: *The countries included in the proposals are at the bidder's discretion. Bidders can propose countries depending on their presence in those countries. There are no pre-determined regional groupings. Countries included in the proposals do not necessarily need to be contiguous.*

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Approximately how many countries would need to be included in a regional community of learning and practice organized through one sub-contract?

Answer: *Two or more.*

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The Evaluation Criteria matrix is confusing and does not align with the components in the technical proposal section.

Answer: *The Evaluation Criteria table on page 15 of the original RFP has been revised and is available in the modified RFP available at*

http://www.hciproject.org/africa-child-family-initiative

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Questions from Participants?

- The Qs you have emailed to ACFI@urc-chs during the session will be answered in the order submitted.
- If we don't have time to answer them all, or require further investigation before we answer them, we will provide written responses on the site.

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Question: (slide added after webinar)

Your RFP states you must have an office in the country. We are a pass through non-profit – kind of like a quasi-foundation. Instead of funding from an endowment we fundraise and then fund other implementing partners. We do not run our own programs.

Given that setup, would we qualify for this rfp? We do not have an office in our African countries but our implementing partners do. We have worked with them for some 8 to 10 years. Can you let us know if we as the funding organization have to have the office in-country or is it ok that our implementing partners on the ground have the offices in-country?

Answer: *Based on the fact that you do not have an office in Africa, your organization would be ineligible. But the implementing partners you work with could submit proposals in response to this RFP if they meet the eligibility requirements.*

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Question: (slide added after webinar)

Is 3 awards in 12 months or 3 award by 12 months?

Answer: *Up to 3 contracts would be awarded simultaneously to three different organizations. Each contract will last up to 12 months.*

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Question: (slide added after webinar)

We are a regional organisation registered in South Africa. Our organisation has offices but is not registered in the other countries that we want to implement the project. Would this make us eligible?

Answer: *Based on your registration in South Africa, you would be eligible for consideration under this RFP. However, to implement the project at a regional level as described in the RFP, you would need to bring on one or more subcontractors registered in the other country (ies) where you propose to work.*

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Wrap up:

- Continue to check the site at http://www.hciproject.org/africa-child-family-initiative
- Questions and answers will be posted by Monday, May 28, 11:59 PM (EDT)
- We will also email Q & A to participants of the webinar
- We look forward to reviewing your proposals June 15th!

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